

# FAQs

## FREQUENTLY ASKED QUESTIONS

### Can I call this number?

No. You can only send text messages to **50464**. You can call **313-933-1300** for general information about DDOT routes and schedules.

### Will this cost me money?

There is no charge for this service, but standard carrier text messaging rates may apply.

### Is this the same as a bus schedule?

Even better — this is a new service that accesses information about where buses are in real-time. The time estimates will accurately predict when the next bus will arrive.

### Does this work on ANY cell phone?

Yes, the service will work on any cell phone with text messaging capability. (Some text message settings block short codes. Check with your carrier if you have a problem.)



City of Detroit  
Dave Bing, Mayor

CODE *for*  
AMERICA



 Knight Foundation

STRONG CITIES  
STRONG COMMUNITIES  
*"A White House Initiative"*

For more information, please visit:  
**[www.ridedetroittransit.com](http://www.ridedetroittransit.com)**

TextMyBus



**Find out when  
your DDOT bus  
is coming!**



**CITY OF DETROIT**  
**Detroit Department of  
Transportation**

## Waiting for a DDOT bus?

Text your closest street address or intersection to **50464** to find out when the next bus will arrive.



# TextMyBus

**1** Text the street address OR nearest intersection of your current location to **50464**

A grey mobile phone is shown from the back. The screen is light blue and displays the text 'To: 50464' on the first line and 'Woodward and Warren' on the second line.

To: **50464**  
Woodward and Warren

**2** You will receive a list of nearby bus routes

A grey mobile phone is shown from the back. The screen is light blue and displays a text message. The message starts with 'From: 50464' followed by a line separator and a request to send a letter. Below is a list of four options: A) 14 Crosstown Eastbound, B) 14 Crosstown Westbound, C) 53 Woodward Southbound, and D) 53 Woodward Northbound.

From: **50464**  
Please send the letter of the bus you'd like:  
A) 14 Crosstown Eastbound  
B) 14 Crosstown Westbound  
C) 53 Woodward Southbound  
D) 53 Woodward Northbound

**3** Text back the letter next to your route

A grey mobile phone is shown from the back. The screen is light blue and displays the text 'To: 50464' on the first line and 'C' on the second line.

To: **50464**  
C

**4** You will get a message back indicating the closest bus stop and bus arrival times.

**Bus Stop**

**Bus Route**

A grey mobile phone is shown from the back. The screen is light blue and displays a text message. The message starts with 'From: 50464' followed by a line separator and the location '@ Woodward & Warren'. Below this is the route '53 Woodward Southbound:' followed by the arrival times '10 min, 30 min, 50\*min' and a note '\*scheduled'. Three yellow callout boxes point to specific parts of the message: 'Real-time Arrival of next bus (10 minutes)' points to '10 min', 'Real-time Arrival of second bus (30 minutes)' points to '30 min', and 'Scheduled Arrival of third bus (50 minutes)' points to '50\*min'.

From: **50464**  
@ Woodward & Warren  
53 Woodward Southbound:  
10 min, 30 min, 50\*min  
\*scheduled

**Real-time  
Arrival of  
next bus**  
(10 minutes)

**Real-time  
Arrival of  
second bus**  
(30 minutes)

**Scheduled  
Arrival of  
third bus**  
(50 minutes)

